

CHUCK E. FOCUS

- Celebrate Accomplishments - Share Knowledge - Spread Culture -

Company Wide Sales Growth

Restaurant	2019	2020	YOY%
Erie, PA #536	\$22,092	\$35,581	61.1%
Racine, WI #726	\$21,484	\$32,415	50.9%
Greeley, CO #702	\$16,182	\$23,974	48.1%
Sioux City, IA #656	\$14,761	\$21,447	45.3%
Charleston, SC #966	\$15,952	\$22,175	39.0%
Vernon Hills, IL #342	\$22,498	\$30,803	36.9%
Amherst, NY #840	\$24,524	\$33,328	35.9%
West Allis, WI #843	\$31,680	\$42,920	35.5%
Mississauga, ON #844	\$35,353	\$46,524	31.6%
Milwaukee, WI #842	\$39,641	\$51,950	31.1%

District Sales Growth

District	Region	WTD%
Dustin Gasper	Northeast	22.1%
Eric Montes	Northeast	16.3%
Troy Watring	Northeast	12.5%
Joe Ramos	Northeast	12.3%
Chad Estrada	Northeast	7.6%
Shawna Vazquez	Northeast	4.3%
Daniel Bessemer	Northeast	3.9%
Patricia Cedillo	Western	3.5%
Ali Elali	Northeast	3.3%
Richard Balboni	Northeast	2.7%

Birthday Sales Growth

Restaurant	2019	2020	WTD%
Arlington, TX #416	4.8%	19.9%	15.1%
Burbank, CA #109	21.0%	33.6%	12.6%
La Mesa, CA #405	16.6%	29.0%	12.3%
North Hills, PA #544	16.7%	27.7%	11.0%
Boynton Beach, FL #781	9.5%	20.4%	10.8%
Brownsville, TX #853	18.5%	28.5%	10.0%
Herndon, VA #099	22.0%	31.7%	9.7%
Monrovia, CA #390	19.1%	28.7%	9.6%
Littleton, CO #115	18.8%	28.3%	9.5%
Allen, TX #597	17.0%	26.1%	9.1%

Tesser Remodels Sales Growth

Restaurant	2019	2020	YOY%
Bloomington, IL #345	\$17,851	\$24,938	39.7%
Southgate, MI #713	\$28,458	\$38,492	35.3%
Davenport, IA #957	\$20,418	\$27,590	35.1%
Burnsville, MN #793	\$31,499	\$42,059	33.5%
E. Hartford, CT #467	\$35,083	\$45,366	29.3%
Brownsville, TX #853	\$28,184	\$36,390	29.1%
Skokie, IL #456	\$55,319	\$69,770	26.1%
Attleboro, MA #464	\$38,657	\$48,248	24.8%
Mishawaka, WI #931	\$24,084	\$29,835	23.9%
Vista, CA #784	\$28,668	\$35,085	22.4%

Diamond Pin Earner

There is a reason why Chuck E. Cheese is the Birthday Capital of the Universe, and our Party Servers help us hold that title! Congratulations to Maria Hierro with Team Paramus #482 on earning your diamond pin! Maria has been hosting Chuck E. birthday parties for several years, and her expertise definately shines through! She is always sure to make sure all birthday star's feel special and are having the best day of their life. Amazing job Maria, and keep up the great work!

~ Maria was an absolute blast! She made our son's 5th birthday memorable and fun. ~

~ Maria was an excellent Party Server. She attended to all of our needs. Great job Maria. ~

~ Everything was smooth and everybody was nice and accommodating. There was a snowstorm the day before our party and we were called to make sure we were still coming and our Party Server was very understanding if people were unable to show up due to the snow. We didn't ask for special treatment, yet we were treated as if we were the only people there. Maria was our host and she was fantastic. ~



Northeast Region
Paramus, NJ #482
RVP Chris Kelly
DM Daniel De Los Santos



MILESTONES-

- Reach and Achieve -

Dylan Cantu ~ 312

Chad West ~ 341

Alonzo Brewer ~ 412

Lilia Montes ~ 626

Jason Wigren ~ 459

Chandrea Hicks ~ 306
Sr. Asst. Manager

Manuel Lopez ~ 451
Tech Manager

Jeffrey Runion ~ 855
TEAM2 Cast Member

Abel Barajas
Cast Member #439
20 Years

Ronnie Hidalgo
Tech Manager #589
20 Years

Shelley Hartman
Sr. Admin, Leasing
20 Years



La'Niyah Davidson

Team Lansing, MI #326

Chad Estrada, DM

~ La'Niyah was an awesome host. She was very attentive and provided excellent guest service throughout the entire party. ~



Vanessa De La Cruz

Team Valencia, CA #355

Steve Charlebois, AD

~ Vanessa was amazing! I used to bring my daughters when they were young and now I am bringing my granddaughter! ~



Maria Molina

Team Edmonton, AB #834

Frank Cassar, DM

~ We had the best service from Maria. Very pleasant and helpful. ~



Abbryanna Taylor

Team Muncie, IL #941

Michele Beavan, DM

~ My host was the best I could've asked for! She was patient with the children and even helped the birthday girl build her toy. I would 100% come here again for a birthday especially if she was my host. ~



Jacie Higgins

Team Springfield, MO #742

Todd Bell, DM

~ Jacie was awesome! She made my job as a mom much easier, as parties can always be stressful. The facility was great as well! ~



Dominique Robinson

Team Arlington Hts., IL #688

Troy Watring, AD

~ Dominique was a great Party Server for us! ~



DEAR CHUCK E...

- You're the BEST! -

I just wanted to commend the crew today that helped us. I had booked a party earlier in the month by calling the 1-800 number, and when we went in for the party they did not show our reservation. Needless to say, they sprang into action and gave our little boy the best birthday party! Our host, Greg, was phenomenal and gave us the best service we have ever had at a birthday party. He took a moment of panic for me and turned it into a relaxed and enjoyable time for all of us. You have some rockstars on your team in Waco!



Waco, TX #856
Party Server Greg
GM Bobby Sterling
DM Eric Bargas
RVP Bill Eich
Southeast Region

We just celebrated my daughter's 2nd birthday party at the Mays Landing, NJ location this morning. We always come to this location, but this time we wanted to celebrate with Chuck E.! Not only did my children have fun, everyone in our group did as well. Upon arrival, our table was set and we were greeted by an awesome employee. I just wanted to recognize Gianna for such a wonderful job. She went above & beyond at being our Party Server. I cannot believe how much fun and guest oriented she was. She truly enjoys her job. You are extremely lucky to have such a wonderful worker at this Mays Landing location. The Manager/supervisor was great as well with helping with some of my concerns. Being a food and beverage Manager, I always loved receiving emails and letters of the great job my employees did. Although I did not do the online booking, my sister, Mikaella commented on how easy the interface was for booking. I just wanted to let you know that we are truly thankful for such a pleasurable and simple experience from start to finish.

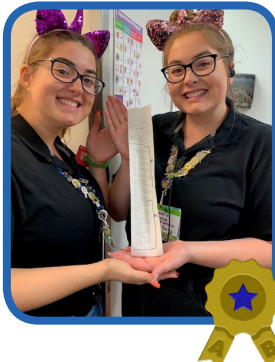


Mays Landing, NJ #518
Party Server Gianna
GM Jesse Applegate
DM Jon Fiorentine
RVP Chris Kelly
Northeast Region

I wanted to make corporate aware of two especially outstanding employees at your Olympia, WA location - the Manager Rian and Party Coordinator Leah. First off, everything about Chuck E. Cheese is top notch. I love that it is a place I can bring my son and his friends for safe, family-friendly fun. All the games are fun for all ages, with no guns, which is amazing for him and his friends and even their little siblings. This Chuck E. Cheese is clean and their food is delicious. Most importantly, all the people who work there are very friendly and genuinely care about your child having a good time. However, Rian and Leah really went above & beyond for my family. I have major pregnancy brain and I accidentally booked my son's birthday party on the wrong day. When we arrived with all our guests and party things, there was no party set up for us. This is the mom nightmare - messing up your child's birthday! But Rian and Leah didn't turn us away. Instead, they immediately fit us in the schedule and put together a party for us on the spot with everything I had selected for my son's party. It was perfect - no one could tell our reservation wasn't for that day, and our son and his friends had SO much fun. Not only that, but Leah accommodated certain parts of the party package for my son, who is high functioning autistic with sensory issues so he never felt overwhelmed. To see a place go out of their way to make my child feel comfortable and enjoy himself is so wonderful and such a gift. I will forever be grateful to Leah and Rian and I tell all my friends to bring their kids here!



Olympia, WA #300
Party Coordinator Leah
GM Rian Coffey
DM Tony Reynolds
RVP Jim Brawley
Western Region



Congratulations to Frank Cassar's team as they award their next 2 Sapphire Pin Earners from Team Edmonton #834, Emma and Samantha Thibert! Emma and Samantha have

both been part of the Chuck E. family for a couple years now, and they love hosting birthday parties! Creativity definitely runs in the family, as they both love to come up with creative games to keep the kids occupied while waiting for either the birthday show or their play cards. Thank you Samantha and Emma for all your do, you have more than earned your pins for sure!
~ Our Party Server Samantha was very helpful, we had such a great experience. ~
~ Everything went awesome and our Party Server Samantha was absolutely fantastic! She was with the kids on their level the entire time! ~
~ Emma our Party Server was so lovely. She was kind, upbeat, friendly, and very efficient. I love how I got to spend time with my birthday boy while all the details were taken care of. ~
~ Our Party Server Emma was extremely helpful, and really got the kids excited. She really got into all the festivities. ~



Let's give it up for Daniel De Los Santos' team and their next Sapphire Pin earner, Christian Collazo with Team Paramus #482! Christian has been part of the Chuck E. family for 1 year, and already earning his Sapphire Pin! He is always striving to make sure all his parties have the best experience possible, which makes this pin very well deserved. Awesome job Christian and keep up the good work!

~ Chris was our Party Server and he was incredible. The facility was clean and organized as well, highly recommend. ~

~ Chris was very informative and patient through the party. Amazing! ~

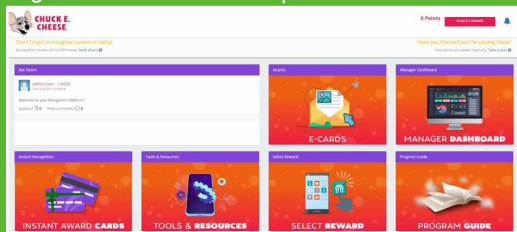


THE MORE YOU KNOW...

Learning & Development

Chuck E. Bucks

Coming soon, Our Chuck E. Bucks program! This system is designed to help showcase your accomplishments, send and receive recognition to other Cast Members and Managers, and redeem earned points for various contests and awards! Stay tuned for more information coming your way about how to log in and earn/redeem points.



To ensure everyone receives the introductory email and any earned points, please make sure everyone on your team has the most up-to-date email address in their Workday profile today! If you are unsure how to do this, please reach out to your General Manager.

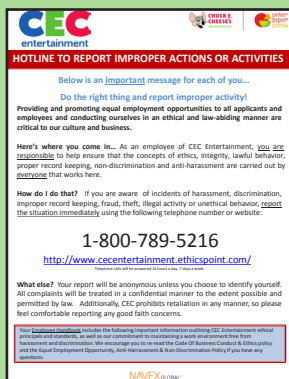


Audit

TIP OF THE WEEK

Security:

Display the hotline poster in both english and spanish in a visible spot so all Cast Members can easily reference it.



Risk Management

Reporting Employee or guest injury:

Please ensure that you have the netclaims information posters posted in your breakroom. These posters provide you with the appropriate phone number to call when you have a guest or employee incident to report. Always remember when reporting a claim:

- Report claim within 24 hours of incident
- All guest incidents, accidents, illnesses or injuries must be reported.
- All incidents where police, fire, or ambulance services are called by the store or a guest must be reported.

Report all guest injuries or incidents to The Network using the following telephone number:



1-877-232-2524

Remember... report guest injuries or incidents as soon as it is safe to do so (same day).

• All guest incidents, accidents, illnesses or injuries must be reported. You should also report property damage (loss, physical alterations, damages to restaurant, as well as foodborne illness allegations).

• Additionally, all incidents where the police, fire or ambulance services are called by the store or a guest must be reported.

On the call, you'll be asked the following:

• Description of the event... date and time, place where event occurred, guests or risks involved, facilities or area, etc.

• Location information... your cell number, address, phone number, GSN name, GSN name, as well as employee involved.

• Guest information... child and parent's name, address, phone number and gender.

• Witness information... name, phone number and address for anyone who witnessed the event.

• Camera footage... if available, camera number and approximate timing of the footage documenting the event.

Important... In the event of an emergency, call 911 first. Get the experts to help you.

Payroll

2019 W-2 Form Instructions

For Active employees:

Active employees who set up an account at www.paperlessemployee.com should have received an email that their W-2 form is available. W-2 forms for active employees who did not sign up for electronic delivery will be delivered to their home store by January 31, 2020. They can also log into workday to download their 2019 W-2 form.

For Terminated Employees:

Terminated employees who set up an account at www.paperlessemployee.com should have received an email that their 2019 W-2 form is available. W-2 forms for terminated employees who did not sign up for electronic delivery will be delivered to their home address in workday. If the W-2 is not received by February 5, 2020, individuals should send an email to W2@cecentertainment.com and provide their full name and employee ID. If the employee ID is unknown, they should include their full name, date of birth, work location, and the last 4 digits of their social security number in the email.

If you have any further questions, please reach out to the payroll department.

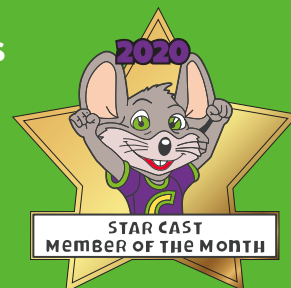
Learning & Development

Star Cast Member of the Month Pins

In this week's mail from the Support Center, everyone will be receiving their 2020 Star Cast Member of the Month Pins!

Who is your Star Cast Member of the Month going to be for January??

If your restaurant is participating in the CM of the Month plaque program, all plaques are to be ordered through APS.



THE MORE YOU KNOW...

Marketing

National Pizza Day

National Pizza Day is coming up, and we have an awesome offer for our guests!

Starting Monday, February 9 - Saturday, February 14, guests will be able to get a free upgrade to an XL pizza with the purchase of a large when they mention 'National Pizza Day'.

We want to be prepared for this promotion, so please be sure and adjust your dough projections accordingly.

For further details regarding this event, please refer to the communication sent out by L&D.



Sales Contest

Feb 3 - Feb 23

Restaurant Sales Contest

STUFFED CRUST PIZZA CONTEST

Regular Stuffed Crust and Cheesy Bacon Stuffed Crust

Me telling my guests how good stuffed crust is

My guests ordering their 3rd stuffed crust pizza



1ST AND 2ND PLACE SALES ASSOCIATES PER DISTRICT WIN:

\$100 (1st) and \$75 (2nd) Chuck E. Bucks

TOP 10 RESTAURANTS PER REGION WIN:

Chuck E. swag

TOP RESTAURANT PER REGION WINS:

Manager Shirts

TOP RESTAURANT IN COMPANY WINS:

Plaque

All sales contests will be monitored weekly with random audit checks and subject to disqualification and possible termination if inaccurate sales are found. proposed winners will go through a thorough audit check for accuracy before finalized winners are announced. Audit typically takes 4-6 weeks to verify results.

Prizes are subject to payroll tax deductions. Winners are to be calculated by total stuffed crust sales/total F&B sales.

Operations

~ Recognition is not about what you give, but how you give it. ~



2019 Awards for excellent performance in sales & profit

District J
Michele Beavan, DM



TEAM² Validations
Bill Pressel District



#1 Suggestive Selling for 2019

Ashley Peace #512
Yuri Pena, DM
Chris Kelly, RVP

Seneca Gray-Robinson's District A&B Party Server Pin Awards



Deajha Jean ~ Gold Pin



Ariel Sagucio ~ Sapphire Pin



Angelyna Ladd ~ Silver Pin

Purchasing

Dippin' Dots Update

Due to factory slow downs in the Dippin' Dots facilities, orders will not be able to be fulfilled at this time. In everyone's mail this week from the Support Center, you will be receiving a 'New Flavor Coming Soon' sticker to place over the Brownie Batter and Strawberry image if you run out of either flavors.

If you run out of Dippin' Dots for any birthday parties, please substitute with the Blue Bunny Ice Cream Cups until further instructions have been given.

If you have any questions, please reach out to purchasing@cecentertainment.com



THE MORE YOU KNOW...

Sales Contest

Stocking Stuffer Sales Contest ~ Results!

Congratulations to the the following Sales Associates for placing top 3 in their district!

Northeast

District Manager	1st	2nd	3rd
Chad Estrada	Rhonda Bonner #823	Katherina McGovern #326	Carrington Hayes #336
Daniel De Los Santos	Jocelyn Reyes #496	Diana Ortiz #496	Caleb Nastasi #496
Shawna Vazquez	Julie Small #646	Malik Sample #517	Mya Magby #516
Dan Bessemer	Austin Smith #521	Lynette Wilcox #534	Angelica Hoover #449
Mike Svoboda	Dallas Slavin #771	Hannah Nigrin #502	Kayla Matthews #092
Yuri Pena	Gabriella Garcia #480	Brittany Pena #480	Jessica Hirsch #480
Troy Watring	Sarah Salinas #053	Ivette Flores #342	Taylor Clemon #053
Ali Elali	Kendal Schimpf #754	Hannah Paton #754	Edward Cameron #754
Rick Balboni	Sabra Rosa #751	Diana Bueno #752	Robyn Bowman #751
Joe Ramos	Kashier Walker #047	Kylie Bell #345	Jessica Wagner #345
Eric Montes	Yasmin Walton #798	Kati Xiong #792	Melinda Basche #860
Susan Jensen	Taylor Dorm #772	Katelyn Mitchell #772	Taylor Hensley #119
Jon Fiorentine	Briaunna Johnson #518	Danielle DeFrancesco #481	Tiyanna Cooper #510
Dustin Gasper	Jade Ruiz #319	Nicholas Mueller #319	Sara Rinaldi #603

Western

District Manager	1st	2nd	3rd
Cindy Light	Ana Silva #440	Jasleen Sandoval #357	Zoe Moctezuma #371
Wayne Casey	Adhego Salat #959	Sarena Taylor #329	Melanie Onopa #633
Patty Cedillo	Grayce Edmonds #045	Jesus Chaidez #045	Mariana Espinoza #441
Tim Kerum	Avalon Cutrell #406	Michael LaFlamme #326	Aniyah Wooden #367
John Chudzinski	Hunter Hayslett #662	Beatris Gutierrez #120	Gracey Olson #558
Steve Charlebois	Lisa Lucas #761	Martin Rosales #041	Gabrielle Gil #320
Frank Cassar	Aya Sharif #872	Holly McGee #833	Linda Melligan #834
Tony Reynolds	Hayley Humphries #300	Aztiana Espinoza #626	Keyonia Rainey #306
Todd Bell	Jacqueline Escobar #312	Rhonda Dooly #742	Cody Hallmark #312
Louis Deignan	Ni'Jul Ridgeway #315	Katrina Lingnau #332	Samantha Radler #314
Adam Shafra	Angelica Ortiz #108	Jazzell Manuel #768	Dalena Phan #321
Denny Lynch	Riley Hoesche #568	Constance Ellis #748	Maci Moyer #082
Denny Sanders	Briannah Berry #745	Kendra Cole #746	Shawanda Moore #746
Arshad Khan	Joshua Tenorio #407	Kimberly Ochoa #446	Valerie Flores #413

Southeast

District Manager	1st	2nd	3rd
Eric Bargas	Chloe Brown #570	Brittney Pennington #599	Crystal Gonzalez #942
Nestor Rivera	Azariah Edinbyrd #804	Corey Johnson #062	Derek Allman #066
Frank Ramirez	Lisa Chavez #587	Jacqueline Machuca #790	Nataly Juarez #572
Hashem Saadat	Courtney Helms #382	Nasjai Bizzell #386	Jesica Bargsley #382
Anthony Chapa	Chloe Holder #890	Tatiana Kelley #892	Zakariyya Brown #857
Bill Pressel	Hannah Locklear #583	Jenniver Sanchez #454	Shyanna Graham #581
Seneca Gray-Robinson	Kira Quimby #436	Ryanna Powell #720	Autumn Hutchison #436
Brian Pitre	Kirstin Robin #706	Tamijah Foxworth #562	Shandra Jolivet #715
Jim Hamblen	Jayde Newton #113	Daisy Montelongo #701	Peyton King #672
Daniel Smoote	Matthew Christensen #576	Megan Rodriguez #951	Ceashia Cooper #592
Pete Panunzi	Alicia Nieves #699	Samantha Staley #690	Valentina Pierre #781
Kelli Kasper	Brittney Gonzalez #597	Caeven Frazor #937	Danny hernandez #596
Michele Beavan	Lisa Magnus #060	Emley Lane #567	Victoria Stallings #060
Caleb Minton	Telecia Hill #667	Makayla Lancaster #703	Kola Woodson #563

District
Winners
Receive:

1st - \$100



2nd - \$75



3rd - \$50



Regonal
Winners
Receive:



Managers



Sales
Booster
Pin



Cast Members
and Management

Regional Winners:

Southeast: Kokomo, IN #341

Northeast: New Hartford, NY #646

Western: Regina, SK #872

Company Wide
Winner
Receives:



Managers



Cast Members
and Management



Restaurant

Company Wide Winner:

New Hartford, NY #646

Shawna Vazquez, DM
Chris Kelly, RVP



CAREER GROWTH OPPORTUNITIES

General Manager

S. Birmingham, AL	707
Tuscaloosa, AL	803
Rogers, AR	669
Escondido, CA	788
Fairview Hts, IL	916
Knoxville, TN	055
San Antonio Ingram, TX	098
Denton, TX	310
Waco, TX	856
Janesville, WI	728

Tech Manager

Jonesboro, AR	668	Danvers, MA	478
Monrovia, CA	390	Roseville, MI	475
San Jose, CA	404	Edina, MN	797
National City, CA	439	Charlotte, NC	039
Cupertino, CA	786	Mayfield Heights, OH	547
Superior, CO	711	Arlington, TX	416
Baton Rouge, LA	609	Waco, TX	856
Takoma Park, MD	774	Roanoke, VA	972



peter
piper
pizza

Peter Piper Pizza

Williams Field, AZ #1225
Foothills, AZ #1288

Tech Manager
Tech Manager

To view all open Chuck E. Cheese positions, visit www.chuckecheese.com/careers

To view all open Peter Piper Pizza positions, visit <http://www.peterpipercareers.com/search-jobs.html>

